

Town of Wakefield - Department of Public Works Engineering Division  
Town Hall  
1 Lafayette Street  
Wakefield, MA 01880  
(781) 246-6309



This following grievance Procedure is meant as a first step in resolving issues at a local level prior to involving state or federal departments. This Procedure has been established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs and benefits by the Town of Wakefield.

The complaint shall be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date and description of the problem. Reasonable accommodations, such as personal interviews or an electronic recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator

William Renault, P.E., Town Engineer  
Town Hall  
1 Lafayette Street  
Wakefield, MA 01833  
781-246-6308

The following timeline may be extended by mutual agreement of the complainant and the ADA Coordinator or Town Administrator:

1. Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions.
2. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant such as audio recording. The response will explain the position of the Town of Wakefield and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may proceed with the following steps:

1. Appeal the decision to the Town Administrator within 15 calendar days after receipt of the response.
2. Within 15 calendar days after receipt of the appeal, the Town Administrator will meet with the complainant to discuss the complaint and possible resolutions.

3. Within 15 calendar days after the meeting the Town Administrator will respond in writing and, where appropriate, in a format accessible to the complainant such as audio recording, with a final resolution of the complaint.

If the response by the Town Administrator does not satisfactorily resolve the issue, the complainant and/or his/her designee may "File an ADA Complaint" through the steps found on the following website: [www.ada.gov](http://www.ada.gov).

All complaints received by the ADA Coordinator, appeals to the Town Administrator and responses from the ADA Coordinator and Town Administrator will be kept by the Town of Wakefield for at least three years.



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Stephen P. Maio  
Town Administrator

9/26/19

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Date